



## MISSION

**Providing a transportation system that safely moves people and goods.**

## GOALS

**Enhance customer satisfaction.**

**Increase safety on North Dakota's transportation system and within the Department of Transportation.**

**Improve the quality and efficiency of North Dakota's transportation system and services.**

**Enhance employee effectiveness and well-being.**

**Strengthen stakeholder relationships.**

## VALUES

**Professionalism** - Our employees strive to improve themselves and the products and services they deliver.

**Respect** - Our employees treat others courteously and are treated with courtesy by the department.

**Integrity** - Our employees deal honestly with coworkers and with contacts outside the department.

**Dedication** - Our employees assume responsibility for their work and do the job right the first time.

**Excellence** - Our employees continually exceed and raise the high standards they set for themselves.

## Customers

**GOAL: Enhance customer satisfaction.**

### Objectives:

- Conduct and evaluate a customer satisfaction survey and incorporate the findings into the strategic plan NLT: September 30, 2006. (Owner: Business Support)
- Enhance internal and external communication by implementing the strategic communication plan NLT: June 30, 2007. (Owner: Business Support)

- Improve ride quality by 10 percent NLT: March 31, 2008. (Owner: Engineering)
- Revise and implement maintenance service guidelines NLT: April 30, 2007. (Snow & Ice - October 31, 2006) (Owner: Engineering)
- Improve the load-carrying capacity of the state highway system, to include a 20 percent reduction in spring load restrictions NLT: September 30, 2008. (Owner: Engineering)
- Enhance customer service in the Motor Vehicle Division by two percentage points NLT: December 31, 2006. (Owner: Driver and Vehicle Services)
- Enhance customer service in the Drivers License and Traffic Safety Division by two percentage points NLT: December 31, 2006. (Owner: Driver and Vehicle Services)

## Safety

**GOAL: Increase safety on North Dakota's transportation system and within the Department of Transportation.**

### Objectives:

- Implement employee security plan NLT: May 31, 2009. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Enhance employee safety by decreasing work hours lost and work related crashes by 10% NLT: May 31, 2008. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Increase traveler safety by cost-effectively improving communication of traveler information NLT: May 31, 2007. (Owners: Business Support and Engineering)

- Develop and implement a Strategic Highway Safety Plan that incorporates the Comprehensive Highway Safety Plan and reduces transportation-related reportable crashes, injuries, and fatalities relative to vehicle miles traveled by 10 percent NLT: September 30, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)



## Quality and Efficiency

**GOAL: Improve the quality and efficiency of North Dakota's transportation system and services.**

### Objectives:

- Evaluate and integrate the strategic performance measurement system into business processes NLT: June 30, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Refine and implement a highway investment strategy to incorporate the pavement preservation program and the Highway Performance Classification System NLT: May 31, 2007. (Owner: Engineering)

- Identify, map, and assess core processes NLT: December 31, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Develop and implement strategies to improve construction relationships and product quality NLT: February 28, 2008. (Owner: Engineering)



# STRATEGIC PLAN 2005-2011

## OUR MAP TO THE FUTURE

- Update TransAction, working with the Director's Advisory Council and the Director's Transportation Forum NLT: December 31, 2006. (Owner: Engineering)
- Update contract management, recording, and accounting systems NLT: May 31, 2007. (Owners: Business Support and Engineering)
- Analyze data needs, collection standards, and processes NLT: May 31, 2011. (Owners: Business Support, Engineering, and Driver and Vehicle Services)

- Enhance the harmony and compatibility of truck movements and truck size/weight laws and regulations with respect to Interstate and Intrastate movements NLT: May 31, 2009. (Owner: Engineering)
- Develop a strategic freight movement plan NLT: December 31, 2006. (Owner: Engineering)



## Employees

**GOAL: Enhance employee effectiveness and well-being.**

### Objectives:

- Fully implement the career path plan NLT: May 31, 2006. (Owner: Business Support)
- Develop and implement plans that provide employees with more effective and efficient engineering and information technology equipment and software NLT: May 31, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Develop and implement a department training management program tailored to enhance employee development and meet department educational needs NLT: June 30, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)

- Complete implementation of the 5-year plan to improve North Dakota Department of Transportation work facilities by 25 percent NLT: March 31, 2007. (Owners: Business Support and Engineering)
- Expand and fully implement the succession planning program NLT: May 31, 2007. (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Expand and fully implement the employee wellness program NLT: May 31, 2007. (Owner: Business Support)

### A note from the Director:

As we reviewed the 2003-2009 Strategic Plan and evaluated our progress, several themes repeatedly rose to the surface:

- NDDOT employees continue to produce excellent products and services, and work hard to do so,
- Many of our day-to-day activities—our core business functions—are included as parts of the objectives in the strategic plan,
- Our efforts, as a department, are evidenced in the progress that has been made in completing a number of the objectives contained in the existing strategic plan, and
- The progress made through strategic planning demonstrates the need to continue updating our strategic plan and using it as a roadmap as we move into the future.

With that said, I present to you the 2005-2011 Strategic Plan, and encourage your continued support as we strive to achieve our mission of **“providing a transportation system that safely moves people and goods.”**

*David Sprynczynatyk*  
David A. Sprynczynatyk, P.E.

**NDDOT**  
North Dakota  
Department of Transportation

## Stakeholders

**GOAL: Strengthen stakeholder relationships.**

### Objectives:

- Establish a formal communication link with stakeholders on a quarterly basis NLT: May 31, 2006. (December, March, June, September) (Owners: Business Support, Engineering, and Driver and Vehicle Services)
- Develop and implement context-sensitive solutions that recognize our historic, cultural, and environmental resources NLT: May 31, 2007. (Owner: Engineering)
- Promote development of a transportation partnership group NLT: June 30, 2006. (Owners: Business Support, Engineering, and Driver and Vehicle Services)



**VISION**

Safe Ways

Great Ways

Promoting Economic Growth